

State of California 9-1-1 OPERATIONS MANUAL

CHAPTER I - STANDARDS

Mandatory 9-1-1 Standards

Recognizing the need to provide citizens a simple, rapid means of requesting emergency services, the California Legislature enacted several laws requiring statewide implementation of 9-1-1 emergency telephone systems. Among those laws are mandatory system standards, which ensure a minimum level of services.

Mandatory standards include:

- The primary published emergency telephone number shall be 9-1-1 and will be the only number on the "Emergency" page of the telephone directory.
- Network service providers shall take periodic service measurements on the 9-1-1 trunk groups to ensure a minimum grade of service of P.01. This means no more than one busy signal per 100 attempts. These measurements shall also be taken at the request of public safety agencies. Participating public safety agencies and the 9-1-1 Program Office will be notified of the results of P Level Service measurements.
- All 9-1-1 lines will have visual and audible signaling of incoming calls. Tone signals for the 9-1-1 calls (audible ringing, busy tone, and all-trunks-busy) shall be provided in the normal manner as for seven-digit lines. Incoming 9-1-1 calls will activate audible ringing at every PSAP.
- Each PSAP shall be responsible for answering 9-1-1 calls 24 hours a day, seven days a week, 365 days a year.
- When answering a 9-1-1 call at a PSAP, the call will be answered so as not to identify the PSAP as a police department, fire department, etc., but rather "9-1-1 Emergency, what are you reporting?", or "City 'A' 9-1-1 may I help you?," etc.
- The numerals "9-1-1" shall not be used in any way that may confuse or be misleading to the public.
- Each PSAP shall subscribe to one or more seven digit local exchange telephone numbers, exclusively for the use of emergency access in place of 9-1-1. These numbers are to be listed in the telephone directory as an alternative to dialing 9-1-1.

- The advertising or promotion of seven-digit telephone numbers for any type of emergency service by either public or private agencies is not permitted.
- Private ambulance companies cannot use the numerals 9-1-1 in the name of their company nor may they list 9-1-1 in the telephone directory without written authorization from the PSAP(s) that will be affected by the listing. When 9-1-1 is authorized, the ambulance companies must also list a seven-digit telephone number for non-emergency calls.
- When transferring a 9-1-1 caller to a response agency, procedures will be developed for advising the calling party that the call is being transferred and to remain on the line. Each 9-1-1 call may be transferred only once. Should a 9-1-1 call be inadvertently transferred to the wrong subsequent agency, that agency will perform the interrogation and verbally relay the information to the proper agency.
- All PSAPs will maintain interagency communication capabilities for the purpose of emergency coordination.
- Alarm companies shall not program equipment to automatically dial 9-1-1 without verbal communication with 9-1-1 call takers.
- All facilities and equipment associated with 9-1-1 service shall be provided with protective devices to prevent accidental workman contact. Each protected termination will be clearly identified.
- Protected 9-1-1 circuits will not be opened, grounded, short-circuited, or manipulated in any way unless the appropriate PSAP has released the circuit.
- Network service providers and customer premise equipment supervisors will assure that all employees whose normal duties may include contact with 9-1-1 facilities are familiar with procedures designed to safeguard those facilities.

Non-Mandatory 9-1-1 Features or Standards

The following list of non-mandatory 9-1-1 system standards should be strongly considered by all agencies.

- During the busiest hour of any shift, ten seconds should be targeted as the maximum amount of time in which incoming 9-1-1 calls are to be answered.
- Documented training and adequate written procedures should be provided to PSAP managers and call takers.
- It is recommended that all PSAP transactions be recorded, including an accurate means of determining date and time of call receipt.

(Government Code Section 26202.6 states that logging recorders and tape retention should be a minimum of 100 days.)

- To prevent disruption of operations, each PSAP or associated dispatch center should be secure and exercise access control.
- Default answering, which is only used in selective routing systems, provides additional assurance of emergency 9-1-1 call completion.
- Where available, a recorded message should be provided to incoming calls in the event all answering positions are busy. The message should state that the 9-1-1 emergency number has been reached and that the call will be answered as soon as possible. Another option is to include a recording that acknowledges action taken for a major incident, further advising the caller to remain on the line if the call is unrelated to that incident.
 - A short-term recording and replay capability should be provided for each answering position to assist in dispatch accuracy and for rapid access to recordings of previous
 - 9-1-1 calls.
 - ALI printout retention is a PSAP administrative decision, but it is recommended that these records be kept for a minimum of six months.
 - Emergency electrical generators should be considered essential at the PSAP to ensure continued 9-1-1 and other communications operations in the event of a commercial power failure. In addition, battery backup for 9-1-1 telephone systems should be provided to ensure uninterrupted system operation while the system is transferring from commercial to backup generator power.
 - Alternate entry routes for commercial power and network service provider cables should be considered at every PSAP facility.